

# Benefits, Challenges, Example Services

# Benefits

- Eliminate dual entry
- Reduce errors
- Increase efficiency
- Reusing services
- Interfacing legacy
- Speed
- Potential to save money
- Uniformity
- Improved ROI
- Opportunity to aggregate data and systems
- Shared architecture
- Ease of adding new users
- Privacy

# Challenges

- Privacy
- Buy-in : If it its not broke...
- Making it re-usable – Design
- Change management
- Time and talent, training, skills
- Data ownership – security, audit, liability, stewardship
- Legal issues & contracts
- Territoriality
- What to do with Bob?
- What services are out there?
- Priority and investment
- Top down implementation
- Unwillingness to innovate
- Management buy in

- HR IS – central service for employee info
- Counties, cities, geographic
- Authorization service
- Payment service
- Postal address verification
- Citizen's address / customer information
- Printing services /Fax
- Drivers License Photo lookup
- Translation service
- Social Security # verification
- Geographic data – road networks, traffic info, lane closures
- State licenses
- Citizenship and Immigration service
- Employee Directory
- Human approval